

<b>General</b>
Website: Click here - <a href="https://www.att.com/wireless/">https://www.att.com/wireless/</a>
FEIN # 22-3043811

<b>Account Representatives</b>	
<p>Contact the primary contact for:</p> <ul style="list-style-type: none"> <li>• Wireless data applications</li> <li>• Account review and status meetings</li> <li>• Overall management of State of WI accounts</li> </ul> <p>Contact the secondary contact if unable to reach primary contact and/or for:</p> <ul style="list-style-type: none"> <li>• Rate plan and feature changes</li> <li>• All equipment/accessory billing questions</li> <li>• All new line, upgrade and accessory ordering</li> <li>• Equipment analysis and selection</li> </ul>	<p>Sales:</p> <p>Teri Benko (primary contact) Client Solution Executive - Mobility 262-617-1004 <a href="mailto:tb9275@att.com">tb9275@att.com</a></p> <p>Jamie Bogle Government Sales Representative 715-551-0030 <a href="mailto:jb630s@att.com">jb630s@att.com</a></p>
<p>Contact for:</p> <ul style="list-style-type: none"> <li>• Cancellations/suspends/reactivations</li> <li>• Address updates</li> <li>• User name changes</li> <li>• UDL updates</li> <li>• Block requests</li> <li>• Account maintenance requests</li> <li>• Transfer of Billing Responsibility requests</li> <li>• IMEI/SIM card updates</li> </ul>	<p>National Business Services: 800-999-5445 <a href="mailto:Business_Support@amcustomercare.att-mail.com">Business_Support@amcustomercare.att-mail.com</a></p>
<p>Contact when 1) there is an escalated care issue (i.e. customer contacted NBS and was unable to resolve issue) or 2) for:</p> <ul style="list-style-type: none"> <li>• Rate plan and feature changes</li> <li>• Tax exempt status on the account</li> <li>• Network escalations</li> <li>• Adding contacts for the account</li> <li>• Premier site builds</li> <li>• Premier training</li> <li>• First bill review</li> <li>• Rate plan analysis</li> <li>• FAN Attachments</li> <li>• Credit requests for billing issues</li> </ul>	<p>Service Management:</p> <p>Dan Van Abel Service Executive <a href="mailto:dv1864@att.com">dv1864@att.com</a> (608) 282-7444</p>
<p>Contact Information for Authorized Users:</p>	<p>Teri Benko (primary contact) Client Solution Executive - Mobility 262-617-1004 <a href="mailto:tb9275@att.com">tb9275@att.com</a></p> <p>Jamie Bogle Government Sales Representative 715-551-0030 <a href="mailto:jb630s@att.com">jb630s@att.com</a></p>

Contact Information for the following: <ul style="list-style-type: none"> <li>• Balance Moves</li> <li>• Credit Moves</li> <li>• Misapplied payment</li> <li>• Payment questions</li> </ul>	Business Receivables Management 877-970-8676
---	---

<b>HelpDesk</b>	
24 Hour Support and Assistance (Help Desk)	800-331-0500
National Business Services (Monday – Friday, 7 a.m. - 7:30 p.m.)	800-999-5445
Data Technical Support Group 24/7	800-331-0500 option 0